

Health Care Authority's "P.E.R.K." program encourages providers to get extra Medicaid training

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OLYMPIA - Under a new training program, doctors, dentists and other medical providers will be eligible for incentives for graduating from a class that teaches them to be their own customer service center when it comes to billing Medicaid.

The Health Care Authority calls the online training incentive program "P.E.R.K." - for Provider-Education-Reward-Knowledge. Completion of the program lets providers qualify for shorter wait times on the Customer Service phone line.

"We are looking forward to this system, which will help us deal more effectively with customer wait times that can delay assistance to both clients and providers," said MaryAnne Lindeblad, Director of the Health Care Authority.

"This literally rewards providers for their investment in learning how to bill us more effectively - and how to solve problems on their own when things don't work right for them. It helps us immensely because administrative or service programs like phone banks are one of the first places impacted by budget cuts."

A special website has been established to provide details to interested providers. The site - <http://hrsa.dshs.wa.gov/provider/perk.shtml> - asks providers to complete a short self-service education course.

Among the procedures included in the training are:

- Eligibility decisions like spend-down or hospice
- Direct Data Entry
- Claim Status: Online entry, clearing claim problems
- Password resets
- Medicare crossover claims

Once they complete the course successfully, their National Provider Identifier (a unique designator by the federal government) is added to Medicaid's call center system. The next time they need to call the Medicaid Customer Service Assistance Center, that part of the system is activated and expedites their call.

The Health Care Authority also includes email contacts for providers and clients having trouble getting through to the call center:

- [Providers with questions about enrollment, billing policy, a claim denial or service limitations](#)

- [Clients who need to contact the Customer Service Center.](#)

FOR MORE INFORMATION OR BACKGROUND:

The Medicaid P.E.R.K. website: <http://hrsa.dshs.wa.gov/provider/perk.shtml>

The Medicaid home page for clients/providers: <http://hrsa.dshs.wa.gov/>

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